

**A REQUIREMENT MODEL
FOR SCHOOL-PARENT ONLINE
COMMUNICATION SYSTEM (SPOCS)**

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FOR SCHOOL-PARENT ONLINE
COMMUNICATION SYSTEM (SPOCS)**

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in partial fulfillment of the requirements for the degree of
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by

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ABSTRACT

The aim of this research is to develop a requirement model for School-Parent Online Communication System (SPOCS). SPOCS is required to help the parent to acquire their children information in school. Although there are some existing systems similar to SPOCS currently available in the market, the specifications and the features of these systems are different. Therefore, a requirement model will be constructed in this research to provide a generic model in developing a new SPOCS and to enhance the current system in the market. To construct the model, it has to identify and collect the requirements through a few fact-finding techniques and study on the existed systems. The constructed model has been used to develop the prototype of SPOCS. The acceptance of the prototype has been evaluated and tested by using Technology Acceptance Model (TAM). Findings for the evaluation process indicate that the constructed model is applicable to be used to develop SPOCS effectively and efficiently.

ABSTRAK

Tujuan penyelidikan ini adalah untuk membina sebuah model keperluan untuk Sistem Komunikasi Atas Talian Sekolah-Ibubapa atau ringkasnya dikenali sebagai SPOCS. Meskipun pada masa ini sudah wujud sistem yang serupa dengan SPOCS, spesifikasi dan ciri yang ada adalah berbeza antara satu sama lain. Maka, satu model keperluan akan dibina di dalam penyelidikan ini untuk menyediakan satu model terbina di dalam membangunkan SPOCS baru dan untuk meningkatkan sistem yang sedia ada di pasaran. Untuk membangunkan model ini, ia perlu mengenalpasti dan mengumpul semua keperluan melalui teknik-teknik penemuan faktadan mengkaji sistem-sistem yang telah ada. Model yang telah dibina ini telah digunakan untuk membangunkan prototaip untuk SPOCS. Penilaian penerimaan untuk prototaip ini telah dinilai dan diuji berdasarkan Model Penerimaan Teknologi (TAM). Hasil dari proses penilaian mendapati model yang telah dibina ini boleh diterima untuk membangunkan SPOCS yang berkesan dan cekap.

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LIST OF ABBREVIATION

CMS	Content Management System
EMIS	Educational Management Information System
ICT	Information Communication Technology
IIS	Internet Information Services
MoE	Ministry of Education
PEOU	Perceived Ease of Use
PIBG	Persatuan Iubapa dan Guru
PU	Perceived Usefulness
SMKBBS	Sekolah Menengah Kebangsaan Bandar Baru Sintok
SMM	Sistem Maklumat Murid
SPOCS	Student-Parent Online Communication System
SPSS	Statistical Package for Social Science
TAM	Technology Acceptance Model
UML	Unified Modeling Language
WIS	Web Information System
WWW	World Wide Web

CHAPTER 1

INTRODUCTION

1.1 Background Study

Communication is an important element in delivering information from one side of party to the others. Regarding to delivery information to the students at the school level, effective communication will increase rapport and motivate the students to get close with the subject and school. Besides that, a good relationship between the school and parents is a main component in teaching and learning process, especially in school curriculum (QSCC, 1998). Both of them must have a good communication and can be realized through the teacher and parents association, parents visit or parent participation in school activity (Berger, 1983).

The advanced technology that we have today, the borderless information sharing can be done through Internet. The Internet can exchange and sharing notions with parents and teachers, or among the stakeholders so as to socially construct knowledge (Razik and Swanson, 2001). The Internet can overcome the problems such as time, medium and space that block the parents to get involve in their children life school. Focusing in Malaysia education system,

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